



Minister of Immigration and Multiculturalism

Legislative Building
Winnipeg, Manitoba, CANADA
R3C 0V8

His Honour the Honourable Philip S. Lee, C.M., O.M.
Lieutenant Governor of Manitoba
Room 235, Legislative Building
Winnipeg MB R3C 0V8

Your Honour:

I have the privilege of submitting the Annual Report of the Department of Immigration and Multiculturalism covering the period from April 1, 2012 to March 31, 2013, which includes the Annual Reports of the Manitoba Immigration Council, and the Manitoba Ethnocultural Advisory and Advocacy Council.

Respectfully submitted,

Original signed by

Christine Melnick
Minister of Immigration and Multiculturalism





Manitoba



Deputy Minister of Immigration and Multiculturalism

Room 311, Legislative Building
Winnipeg, Manitoba, Canada R3C 0V8
T 204-945-4039 F 204-948-2203
www.manitoba.ca

Sous-ministre des Immigration et Affaires multiculturelles

Bureau 311, Palais législatif
Winnipeg (Manitoba) Canada R3C 0V8
Tél. 204-945-4039 Téléc. 204-948-2203
www.manitoba.ca

Honourable Christine Melnick
Minister of Immigration and Multiculturalism

Minister:

I have the honour of presenting to you the Annual Report for the Department of Immigration and Multiculturalism for the fiscal year ending March 31, 2013, which includes the Annual Reports for the Manitoba Immigration Council, and the Manitoba Ethnocultural Advisory and Advocacy Council.

In 2012/13, the Department of Immigration and Multiculturalism continued to promote our province as an immigration destination for skilled workers who meet local labour market needs. In 2012, 13,312 immigrants landed in Manitoba, one of the highest numbers of newcomers received in a single year since the start of modern record keeping in 1946.

One of our program goals is to increase labour market success for newcomers so they can continue to meet the labour needs of Manitoba employers. With our partners, the Department continued to provide high-quality immigration services to help immigrants successfully settle in our province, including pre-arrival, employment, language training and community integration supports. Helping immigrants settle as productive members of our communities is an important part of building and maintaining a strong and vibrant economy.

I would like to recognize the excellent work of all our employees who provide high quality services and the work of the external advisory councils that provide government with constructive advice.

Respectfully submitted,

Original signed by

Hugh Eliasson
Deputy Minister of Immigration and Multiculturalism



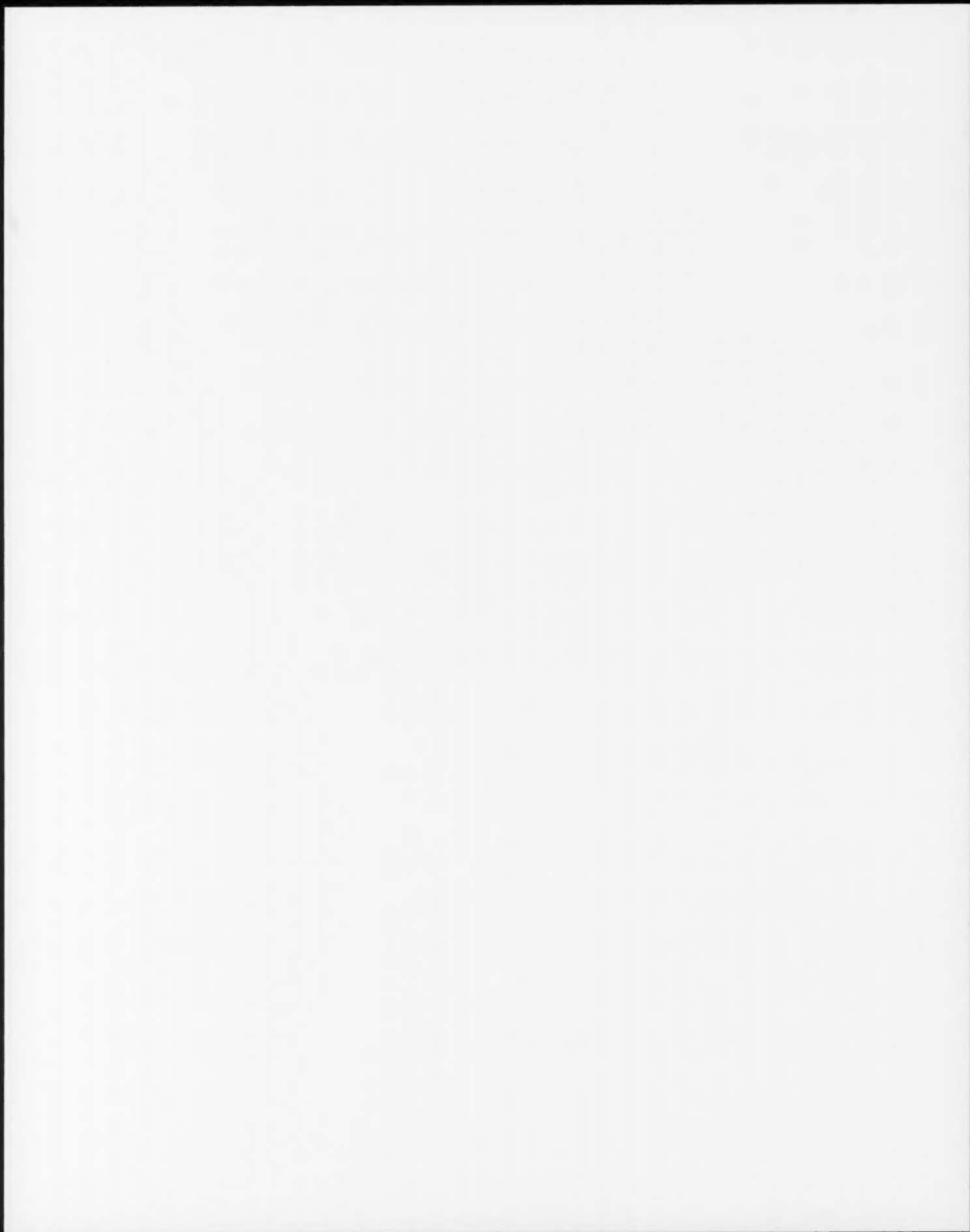
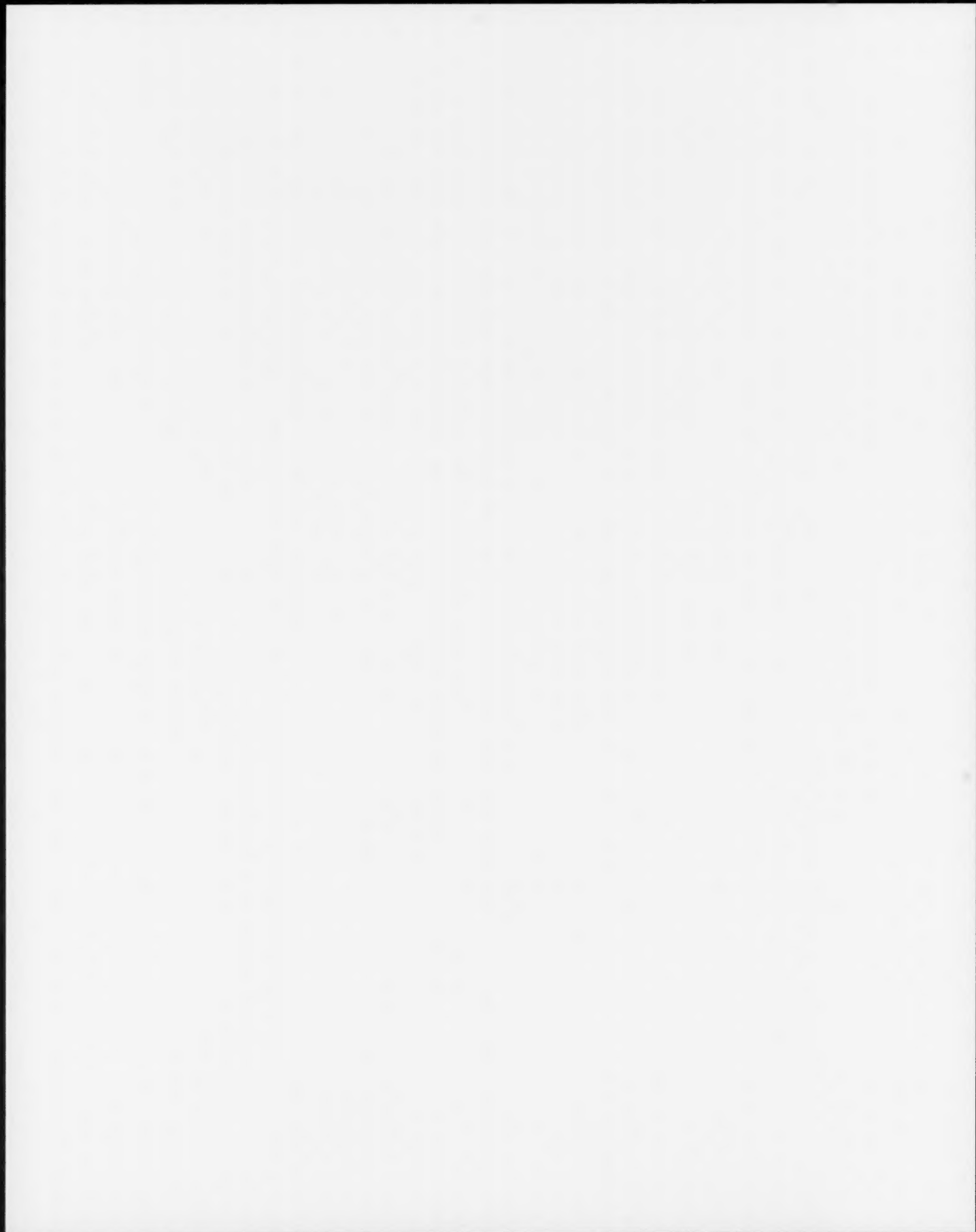
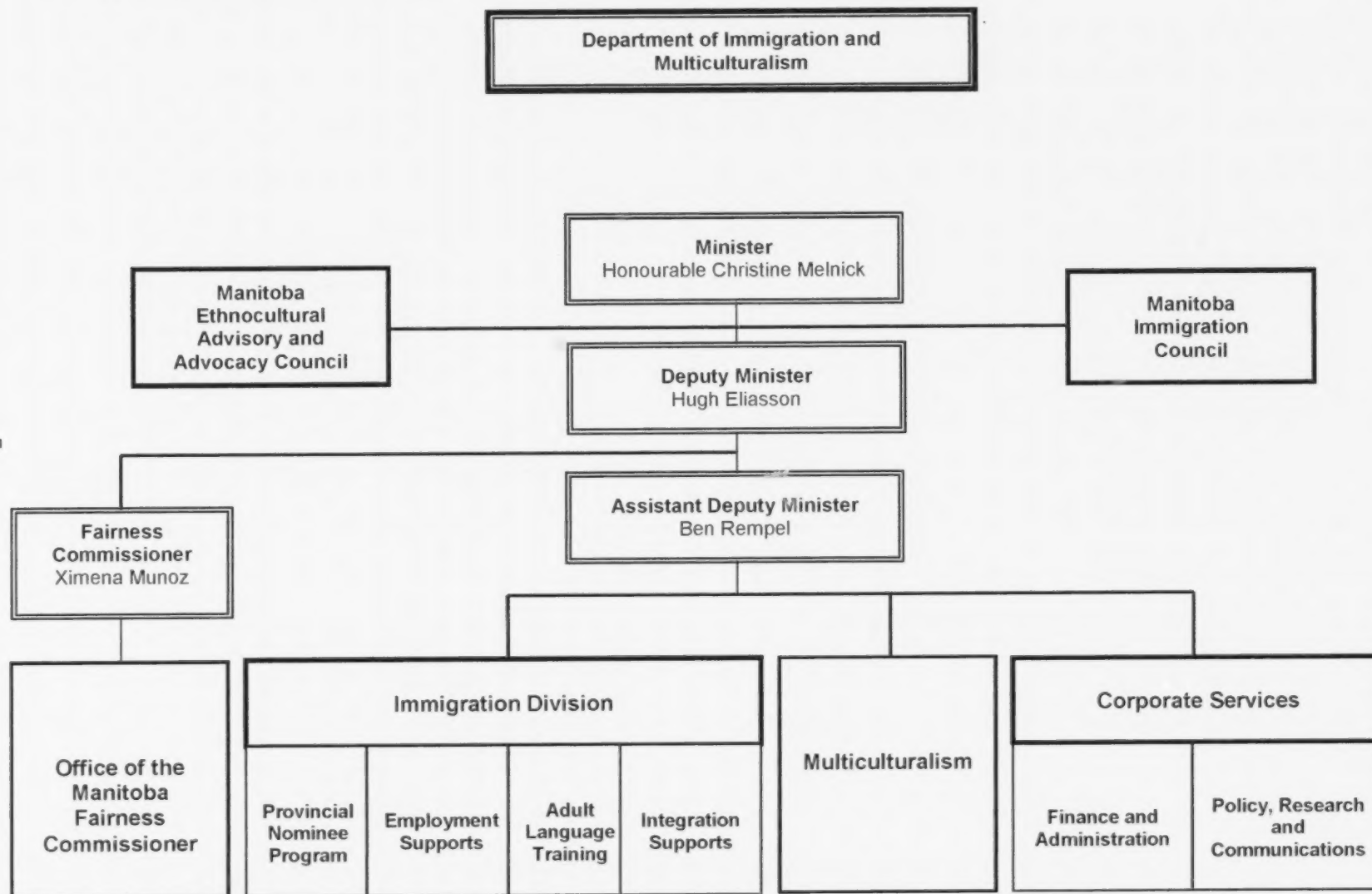


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Organizational Chart



Introduction

Report Structure

The annual report is organized in accordance with the appropriation structure that reflects the Department's authorized votes approved by the Legislative Assembly as at March 31, 2013. The report includes information at the main and sub-appropriation levels relating to the Department's objectives and actual results. Financial performance information is provided with expenditure and revenue variance explanations and a five-year adjusted historical table of departmental expenditures and staffing.

The Department of Immigration and Multiculturalism (IAM) was formed in January 2012, by transferring responsibility for Immigration and the Office of the Manitoba Fairness Commissioner from the former Department of Labour and Immigration, and transferring responsibility for multiculturalism from the Department of Culture, Heritage and Tourism.

Role and Mission

The Department's overall goal is to advance Manitoba's economic development and our multicultural diversity by promoting our province as a destination of choice for all immigrants and by supporting their ability to contribute to Manitoba's economy and communities through the development of effective pre-arrival, employment, qualifications recognition, settlement and multiculturalism supports that improve their access to economic opportunities and long-term social integration.

Guiding Principles

- Serve the Manitoba public efficiently, courteously and effectively, while being accountable and responsible in the use of public funds.
- Consult with immigration stakeholders, employers, communities, service providing organizations and other levels of government.
- Work with all levels of government, industry, and the community to increase immigration and facilitate the economic and social integration of newcomers.
- Maximize the contribution of immigration to the achievement of the economic, demographic and multicultural diversity goals of Manitoba.
- Develop initiatives to ensure that the regions of Manitoba have access to the benefits of immigration, according to local needs.
- Support ethnocultural organizations and promote the integration of diverse groups and individuals into the rich fabric of Manitoba.
- Assume a leadership role in promoting partnerships, innovation and change, along with our external stakeholders, including all levels of government and community groups.
- Promote responsiveness, flexibility and innovation throughout the Department.
- Empower staff and recognize that they are our most important resource.
- Pursue and implement continuous improvement strategies in services, programs and operations.

Overview of 2012/13 Achievements

The Department contributed to the arrival of 13,312 immigrants to Manitoba in 2012, one of the highest numbers of newcomers received in a single year since the start of modern record keeping in 1946.

The Department helped increase Manitoba's share of immigration to 5.2% in 2012, greater than Manitoba's proportional share (3.6%) of Canada's population.

The Manitoba Provincial Nominee Program (MPNP) increased annual nominations to more than 5,000 in 2012. MPNP landings accounted for 72% of total provincial landings in 2012.

The Department expanded the MPNP online electronic application system, making it available to all Manitoba Provincial Nominee Program applicants.

The Department supported community and employer involvement in the recruitment of skilled workers through the MPNP with strategies such as the Winkler/Stanley Initiative and the Morden Initiative.

The Department supported the integration of newcomers to Manitoba and continued to administer the Manitoba Immigrant Integration Program, which allocated federal and provincial funds to 120 service providers to deliver pre- and post-arrival settlement and labour market orientation, employment readiness, job matching, adult language training and social integration services to immigrant newcomers.

Over 13,000 immigrants received Adult English as an Additional Language training in 2012/13.

The Department consolidated Manitoba Start services into one highly visible and accessible location in downtown Winnipeg's historic Avenue Building and launched a direct phone line for employers looking to fill labour shortages.

With support from the federal government and community partners, the Department launched a new a microloans program called Recognition Counts! The program is helping skilled newcomers put their international education and experience to better use by offering loans to help them meet Canada's re-accreditation and training requirements.

The Department contributed to Manitoba's immigrants having the second lowest unemployment rate in Canada in 2012 and also contributed to the fact that 85% of provincial nominees were working after three months, 89% had permanent jobs and 76% were homeowners after 3 to 5 years.

In 2012/13, the Office of the Manitoba Fairness Commissioner engaged in various activities with Manitoba's 31 self regulatory bodies aimed at improving qualifications recognition and registration practices for internationally educated professionals.

The Department co-chaired the Pan-Canadian Foreign Qualifications Recognition Working Group, which is working to improve the recognition of qualifications for internationally trained immigrants in regulated occupations.

The Department continued to assist employers who register under *The Worker Recruitment and Protection Act* (WRAPA) in the ethical recruitment of immigrant workers. In 2012, Manitoba approved 1,768 employer registration certificates.

The Department coordinated an interdepartmental Growth Strategy to deliver inclusive programming to support newcomer integration.

The Department continued to fulfill the obligations of *The Multiculturalism Act* and undertook several initiatives that foster pride in our diversity and promote equality of opportunity and partnerships among communities. In 2012/13, 85 grants were provided under Manitoba's Ethnocultural Community Support Program to support heritage and cross-cultural programming by communities.

Aperçu des réalisations pour l'exercice 2012/13

Le ministère a contribué à l'arrivée de 13,312 immigrants au Manitoba en 2012. Ceci est l'un des nombres les plus élevés de nouveaux arrivants reçus au cours d'une même année depuis la mise en place du système moderne de consignation des données en 1946.

Le ministère a aidé à augmenter à 5,2% la part manitobaine du nombre total d'immigrants admis au pays en 2012. Ce nombre est plus élevé que la part proportionnelle du Manitoba de la population canadienne (3,6%).

En 2012, le programme Candidats du Manitoba a augmenté à plus de 5,000 le nombre de candidats admis annuellement au programme. En 2012, 72% des nouveaux arrivants dans notre province ont immigré dans le cadre du Programme des candidats du Manitoba.

Le ministère a élargi le système de soumission des demandes en ligne du programme Candidats du Manitoba le rendant disponible à tous les demandeurs du programme Candidats du Manitoba.

Le ministère a appuyé la participation des collectivités et des employeurs au recrutement de travailleurs qualifiés dans le cadre du programme Candidats du Manitoba, grâce à des stratégies comme l'initiative Winkler/Stanley et l'initiative Morden.

Le ministère a appuyé l'intégration des nouveaux arrivants s'établissant au Manitoba et a continué d'administrer le Programme manitobain d'intégration des immigrants. Ce programme a fourni un financement fédéral et provincial à plus de 120 fournisseurs de services afin d'organiser des séances d'information sur l'établissement des immigrants et le marché du travail, avant et après leur arrivée, et de fournir aux nouveaux immigrants des services de préparation à l'emploi, d'appariement des emplois, de formation linguistique à l'intention des adultes et d'intégration sociale.

Environ 13,000 immigrants ont bénéficié de cours d'anglais langue additionnelle pour adultes en 2012/13.

Le ministère a regroupé les services de Manitoba Start dans les locaux de l'Avenue Building, édifice historique du centre-ville de Winnipeg bien connu et facilement accessible, et a lancé une ligne téléphonique directe destinée aux employeurs confrontés aux pénuries de main-d'œuvre.

Avec l'appui du gouvernement fédéral et des partenaires communautaires, le ministère lancé un nouveau programme de microprêts intitulé Recognition Counts!, qui vise à offrir aux immigrants qualifiés des prêts pour les aider à tirer le meilleur parti de leurs études et de leur expérience à l'étranger afin qu'ils puissent répondre aux exigences canadiennes en matière de formation et de titres de compétence.

Le ministère a contribué à la réussite des immigrants au Manitoba car, en 2012, le taux de chômage des immigrants arrivait au deuxième rang des taux de chômage les plus bas du pays et, concernant les candidats du Manitoba, 85% ont obtenu un emploi après trois mois, 89% ont eu un poste permanent et 76% sont devenus propriétaires d'une maison environ 3 ou 5 ans après leur arrivée.

En 2012/13, le commissaire à l'équité du Manitoba a entrepris de nombreuses activités avec les organismes de réglementation visant à améliorer la reconnaissance des qualifications et des pratiques d'inscription pour les professionnels instruits à l'étranger.

Le ministère a co-présidé le Pan-Canadian Foreign Qualifications Recognition Working Group (groupe de travail pancanadien sur la reconnaissance des compétences acquises à l'étranger), qui travaille en vue d'améliorer la reconnaissance des qualifications des immigrants formés à l'étranger dans professions réglementées.

Le ministère a continué d'aider les employeurs qui s'inscrivent en vertu de la *Loi sur le recrutement et la protection des travailleurs* afin de recruter des travailleurs de façon éthique. En 2012, le Manitoba a autorisé la délivrance de 1, 768 certificats d'inscription d'employeur.

Le ministère a coordonné une stratégie de croissance interministérielle afin d'offrir des programmes inclusifs pour appuyer l'intégration des nouveaux arrivants.

Le ministère a continué de respecter les obligations de la *Loi sur le multiculturalisme* et a entrepris plusieurs initiatives qui contribuent à favoriser un sentiment de fierté par rapport à notre diversité et à promouvoir l'égalité des chances et des partenariats entre les collectivités. En 2012/13, le Programme de soutien aux communautés ethnoculturelles du Manitoba a distribué 85 subventions afin d'appuyer la prestation de programmes interculturels et relatifs au patrimoine dans les collectivités.

Statutory Responsibilities

The Department operates under the authority of the following Acts of the Consolidated Statutes of Manitoba:

The Labour Administration Act (as it relates to immigration services)

The Fair Registration Practices in Regulated Professions Act

The Manitoba Ethnocultural Advisory and Advocacy Council Act

The Manitoba Immigration Council Act

The Manitoba Multiculturalism Act

Sustainable Development

In compliance with *The Sustainable Development Act*, Manitoba Immigration and Multiculturalism is committed to ensuring that its activities conform to the principles of sustainable development.

Through internal operations and procurement practices, the Department continued to play an integral role in promoting environmental sustainability and awareness within the Department and among vendors, and continued expanding the knowledge and skills of procurement practitioners and end-users.

The Department continued to promote a culture of sustainability and strives to achieve the goals set out in the Sustainable Development Action Plan.

Executive Support

Minister's Salary

This appropriation provides for the Minister's salary entitlement as a member of Executive Council.

1(a) Minister's Salary

Expenditures by Sub-Appropriation	Actual 2012/13 \$(000s)	Estimate 2012/13 FTE		Variance Over/(Under) \$(000s)	Expl. No.
Total Salaries	37	1.00	37	-	

Executive Support

Executive Support includes the offices of the Minister and the Deputy Minister. The Minister provides leadership and direction to ensure the goals and objectives of the department are accomplished. The Office of the Deputy Minister provides the Minister with advice and information regarding issues and matters of concern to the department. Executive Support is responsible for providing the department with policy direction and overall planning and coordination of departmental activities.

1(b) Executive Support

Expenditures by Sub-Appropriation	Actual 2012/13 \$(000s)	Estimate 2012/13 FTE		Variance Over/(Under) \$(000s)	Expl. No.
Total Salaries	288	5.00	302	(14)	
Total Other Expenditures	38		74	(36)	1
Total Expenditures	326	5.00	376	(50)	

Explanation Number:

1. Under-expenditure reflects savings on communications, transportation and other operating expenses.

Immigration

The Immigration Division develops and implements policies and programs related to immigrant selection as well as the settlement and integration of immigrants and refugees into the social and economic life of Manitoba.

Objectives

- To increase immigration levels through innovative approaches that support Manitoba's economic, demographic, social and cultural development.
- To maximize the economic benefits of immigration.
- To facilitate the settlement and integration of immigrants and refugees in Manitoba.

Summary of Performance

On April 12, 2012, Citizenship and Immigration Canada (CIC) notified Manitoba that the administration of settlement services in Manitoba would be returned to CIC starting April 1, 2013. Immigration and Multiculturalism worked with CIC in order to maintain the Manitoba Settlement Service Continuum and to minimize disruption to new immigrants and service providers. Activities included a review of Manitoba services, consultation and communications with service providers, development and implementation of a transition plan. Manitoba continued to support and administer agreements under the Manitoba Immigrant Integration Program throughout the transition to April 1, 2013.

In 2012/13, Immigration:

- contributed to 13,312 immigrants landing in Manitoba in 2012 from 3,725 in 1999, representing one of the highest number of newcomers received in a single year since the start of modern record keeping in 1946;
- delivered the Manitoba Provincial Nominee Program (MPNP), which contributed to the successful landing of 9,531 MPNP newcomers in 2012, accounting for 72% of all immigration to Manitoba;
- expanded and enhanced the electronic MPNP online application system and assessment tool to make it easier for prospective immigrants to submit complete and eligible applications and for the MPNP to assess and process the applications; 4,274 applications were submitted via MPNP Online in 2012/13, with an average of 15,000 visits per month;
- approved 4,871 skilled worker applications and 185 Provincial Nominee Program for Business applicants in 2012, representing approximately 12,000 individuals planning to move to Manitoba;
- continued development of strategies to recruit and retain prospective francophone immigrants, resulting in 507 French-speaking immigrants settling in Manitoba in 2012, an increase of 10% from 2011;
- supported community involvement in the recruitment of skilled workers through overseas missions such as the Winkler/Stamley and Morden Initiatives;
- continued to assist employers in the ethical recruitment of immigrant workers under *The Worker Recruitment and Protection Act* (WRAPA), including the processing of 1,893 Business Registration applications from Manitoba employers and the issuance of 1,768 Certificates of Registration;

- supported the *Growth Strategy*, a government-wide interdepartmental initiative to identify and implement strategic actions to support the integration of immigrants in Manitoba, in areas such as employment and training, settlement coordination, children and youth at risk, and neighbourhoods and communities;
- supported the integration of newcomers to Manitoba and continued to administer the Manitoba Immigrant Integration Program (MIIP), which allocated \$33.5 million in federal and provincial funds to 120 service providers to deliver pre- and post-arrival settlement and labour market orientation, employment readiness, job matching, adult language training and social integration services to immigrant newcomers;
- supported the ongoing development and delivery of adult English as an Additional Language (EAL) programming to more than 12,000 adult immigrants/18,000 course enrolments, employing approximately 320 instructors through the following priority areas: Core Adult EAL; Community- and Neighbourhood-based EAL; English at Work (in 32 Manitoba workplaces); Regional Programs (3,503 adult students/4,793 course enrolments in 36 towns and cities outside of Winnipeg); and Capacity Building, Resource Development and Program Support;
- supported the language assessment and referral centres in Manitoba to work with over 10,000 individual students and to provide referrals to the most appropriate program available to meet the student's language learning needs;
- supported the ongoing development and delivery of Enhanced Language Training programming through the enrolment of approximately 6,000 adult immigrants in 7 projects designed to expedite successful and sustainable labour market attachment for newcomers;
- enhanced the information-sharing site developed by IAM for the provision of resources and information for adult EAL teachers; traffic to the Manitoba Adult EAL Hub (ealmb.ca), more than doubled from 4,300 visitors in April 2012 to approximately 9,400 in March 2013;
- produced five new videos for the iEnglish initiative (comprised of a total of 15 videos), an approach to teach strategies and provide tools for learning English anytime, anywhere by empowering English learners to take control, organize and plan their learning and evaluate their own progress. The scripts for 6 iEnglish videos were translated and adapted to create iFrançais;
- supported the ongoing development and delivery of integration services through general settlement programs, neighbourhood settlement programs, youth programming, regional programs and family and specialized services, including capacity building, resource development and program support activities related to interpreter training and professional development for the settlement sector;
- worked with service providers to implement the Service Continuum model through the Manitoba Start program, that provides single-window centralized intake/registration and integrated employment services (referral, employment readiness and job matching services) for immigrants to Manitoba; a total of 5,163 newly arrived immigrants (within 1 to 3 years of landing) received an initial needs assessment, service pathway planning and referrals from Manitoba Start;
- provided job finding and career development support to 3,520 immigrants through MIIP funded Immigrant Employment Services, resulting in a successful job match for 75% of the participants that completed programming;
- serving as a focal point for employers looking to hire internationally-trained and skilled immigrants, Manitoba Start launched a direct telephone service for employers at 204-942-JOBS;

- supported newcomer access to the centralized orientation program (ENTRY), with approximately 4,950 newcomers participating;
- completed the two-year Enhanced Settlement Supports for Refugees pilot project, funded through Citizenship and Immigration Canada's Innovation Fund to address needs of refugees with multiple barriers to settlement by providing intensive case management support, service coordination, referrals and staff training;
- provided input and funded the production of an awareness-raising video for immigrants, international students and temporary foreign workers on workplace safety and health, as well as a video by the General Child and Family Service Authority to deliver, in a culturally sensitive format, information to newcomers about the child welfare system;
- provided financial support to 14 anti-racism/diversity projects reaching more than 6,000 people around Manitoba, through the Welcoming Communities Manitoba Initiative funded by Citizenship and Immigration Canada; and
- in collaboration with SEED Winnipeg and Assiniboine Credit Union, with support from the federal government, launched Recognition Counts!, to provide low-interest micro loans to assist skilled immigrants to Manitoba with the recognition of their international qualifications.

2(a) Immigration

Expenditures by Sub-Appropriation	Actual 2012/13 \$(000s)	Estimate 2012/13 FTE		Variance Over/(Under) \$(000s)	Expl. No.
Total Salaries	3,965	57.65	3,975	(10)	
Total Other Expenditures	1,595		1,461	134	
Total Financial Assistance	33,136		31,415	1,721	1
Total Expenditures	38,696	57.65	36,851	1,845	

Explanation Number:

1. *Over-expenditure reflects increased funding from CIC under the Canada-Manitoba Immigration Agreement (CMIA) for Immigrant Settlement Services.*

Office of the Manitoba Fairness Commissioner

The Office of the Manitoba Fairness Commissioner (OMFC) administers *The Fair Registration Practices in Regulated Professions Act* to ensure registration practices are transparent, objective, impartial and fair.

Objectives

- To work with Manitoba regulators to ensure their compliance with the requirements of *The Fair Registration Practices in Regulated Professions Act (the Act)*.
- To ensure fair registration practices which recognize the qualifications of internationally educated professionals so that they can integrate into the Manitoba professional workforce in a timely manner.
- To ensure Manitoba has an informed, fair and coherent system for the assessment and recognition of qualifications of internationally educated professionals.

Summary of Performance

In 2012/13, the Office of the Manitoba Fairness Commissioner:

- completed reporting processes and tools for registration practices reviews (Registration Reviews) for data reporting on internationally educated applicants applying for registration and licensing by regulatory bodies covered by the Act;
- completed the reviews of assessment and Registration Reviews of 18 regulators;
- implemented a data collection and reporting process which saw regulators collect data on applicants as of January 2011 and reporting to OMFC on an annual basis. Provided support to regulatory bodies in this process to ensure proper reporting;
- provided capacity development sessions for regulators on topics such as managing cultural differences, services and financial support for internationally educated professionals, benchmarking and language proficiency tools, development and use of oral assessments, and structure;
- worked with various stakeholders to ensure improved information for internationally educated professionals is consistent with the requirements under the Act;
- undertook a review of gap training and bridge programs in Manitoba towards developing guidelines and standards for future programming in Manitoba;
- provided regulators with advice and support in the area of language requirements for registration and licensing;
- delivered approximately one presentation per month by the Manitoba Fairness Commissioner, both locally and nationally, on Manitoba's Act and approach to qualifications recognition;
- continued the development and piloting of Professional Practice Seminars for internationally educated professionals in the accounting, engineering, nursing, technicians and technologists, and allied health professions;

- continued distribution of materials developed to support qualifications recognition in Manitoba, including: *To the Point: a Plain Language Guide for Regulators*; *Manitoba Fair Practices for the Assessment and Recognition of Internationally Educated Applicants*; and *Process Model for Qualifications Recognition*; and
- continued to provide information and advice on the requirements of the *Act* to Manitoba's 31 self regulatory bodies, as well as, internationally educated professionals, government and other stakeholders locally and nationally.

2(b) The Office of the Manitoba Fairness Commissioner

Expenditures by Sub-Appropriation	Actual 2012/13 \$(000s)	Estimate 2012/13 FTE	\$ (000s)	Variance Over/(Under) \$(000s)	Expl. No.
Total Salaries	236	4.00	300	(64)	
Total Other Expenditures	70		82	(12)	
Total Expenditures	306	4.00	382	(76)	

Multiculturalism

Objectives

- To foster pride in our diversity; promote equality of opportunity for all in our community; and increase partnerships among communities as well as within government and non-government agencies.

Multiculturalism also provides support to the Manitoba Ethnocultural Advisory and Advocacy Council under *The Manitoba Ethnocultural Advisory and Advocacy Council Act*.

Summary of Performance

In 2012/13, Multiculturalism:

- provided assistance to 116 ethnocultural community groups/organizations in formalizing structure and preparing provincial grant applications and approved 85 grants to Manitoba ethnocultural community organizations under the Ethnocultural Community Support Program (ECSP);
- coordinated three citizenship ceremonies on behalf of the Minister, including one in Brandon and a joint ceremony with the Royal Canadian Mounted Police (RCMP) D Division to recognize Manitoba Day and the contributions of the RCMP;
- strengthened partnerships with federal, provincial and territorial agencies through continued participation on the Federal/Provincial/Territorial Multicultural Officials Working Group in developing programs and policies related to promoting multiculturalism and the benefits of diversity;
- coordinated Manitoba's annual Canadian Multiculturalism Day event, featuring opportunities for cultural sharing and exploring the benefits of diversity through displays and interactive demonstrations; and
- partnered with the Manitoba Association for Rights and Liberties (March 21st Human Rights Film Festival) to coordinate two special events in Manitoba that promote the elimination of racial discrimination and social inequality.

2(c) Multiculturalism

Expenditures by Sub-Appropriation	Actual 2012/13 \$(000s)	Estimate 2012/13 FTE		Variance Over/(Under) \$(000s)	Expl. No.
Total Salaries	161	4.00	290	(129)	1
Total Other Expenditures	86		109	(23)	
Total Grants	405		419	(14)	
Total Expenditures	652	4.00	818	(166)	

Explanation Number:

1. Under-expenditure reflects employees on leave and staff vacancy.

Manitoba Ethnocultural Advisory and Advocacy Council

The Manitoba Ethnocultural Advisory and Advocacy Council (MEAAC), established under *The Manitoba Ethnocultural Advisory and Advocacy Act*, advocates on behalf of Manitoba's ethnocultural communities and provides advice to the government on issues of importance to ethnocultural communities. MEAAC is comprised of 21 members; 16 elected by ethnocultural organizations and five appointed by the Minister. MEAAC has four standing committees that oversee issues related to youth, settlement and integration, outreach and communications and inclusive and sustainable communities. The current Council was appointed in April 2011 for the 2011 - 2014 term.

Summary of Performance

In 2012/13, MEAAC:

- met 10 times, including one meeting in rural Manitoba;
- hosted a successful Open House, which provided the opportunity for Manitoba's ethnocultural community to meet with MEAAC members while at the same time share suggestions and information about challenges in the community;
- continued to provide valuable input on Manitoba's approach to multiculturalism and integration. The Council helped to examine ways to strengthen the provincial settlement and integration strategy through recommendations provided in Council reports to the Minister of Immigration and Multiculturalism. Two of the reports were in conjunction with the Manitoba Immigration Council (MIC) relating to: (i) the possible amalgamation of the two Councils; and (ii) immigrants' integration in Manitoba for the Immigration Task Group of the Premier's Advisory Council on Education, Poverty and Citizenship;
- met with City of Winnipeg representatives and stakeholders on the issue of taxation of cultural centres owned by non-profit ethnocultural community organizations. Ethnocultural organizations face the challenge of sustaining their cultural centres and MEAAC continued to work on a process to have the City of Winnipeg and the Province review property classes, as well as incorporate a clear and functional policy that will include ethnocultural centres in *The Municipal Assessment Act*; and
- participated in the Premier's Economic Advisory Council Skills Summit in February 2013 that included a panel discussion and working group sessions on various topics to ensure Manitoba's continued growth and global competitiveness.

Corporate Services

In January 2012, the Corporate Services area was formed comprised of Information Technology Services from the former Department of Labour and Immigration and the support functions that were previously in the Immigration Division.

Objectives

To ensure consistency, accuracy, effectiveness and timeliness with respect to Departmental activities by providing centralized support, coordination and other services in the following areas:

- finance and administration;
- communications and technology services;
- policy analysis and legislative development;
- federal/provincial relations; and
- planning, program supports, research, reporting and evaluation.

Corporate Services also provides support to the Manitoba Immigration Council under *The Manitoba Immigration Council Act*.

Summary of Performance

In 2012/13, Corporate Services:

- provided financial, administrative and monitoring services through the Project Funding System for programs delivered by the Department, including the Manitoba Immigrant Integration Program (MIIP), Ethnocultural Community Support Program (ECSP), and other contracted services;
- continued to administer the Manitoba Immigration Portal fund, which allocated \$269.2 in federal funding to 12 service providers to deliver projects under the following key priority areas: pre-arrival client services; newcomer arrival, EAL, labour market integration services; stakeholder and public awareness – content development; and website design and function;
- provided financial and accounting services to the Department, including advice and preparation of the Departmental Plan, the Departmental Estimates, the Estimates Supplement, cash flows, financial reporting, the Annual Report, accounting records (general ledger, accounts payable, accounts receivable), authority seeking documents such as Treasury Board and Cabinet Submissions and Cost-Shared Agreements;
- provided administrative services to the Department, including accommodations, government vehicles, parking, mail and telecommunications;
- through a Service Level Agreement, provided Information and Communications Technology (ICT) services and support to the Department and to the Labour Program in the Department of Family Services and Labour;
- provided information and communication technology hardware and software project development and enhancement, needs analysis, procurement and installation;

- continued the development of website information and other communication tools to attract prospective immigrants to Manitoba and to provide enhanced pre-arrival, labour market and settlement planning information to accelerate immigrant integration. Over 992,000 visits to the immigratemanitoba.com website were recorded in 2012/13 through the web traffic monitoring system;
- coordinated the development of an online version of the MPNP Pre-arrival Workbook, designed to empower Manitoba-destined immigrants (before and after MPNP nomination) to identify and address qualifications and other gaps to successful employment in Manitoba;
- provided research, analysis and information services to the Department with respect to policy and legislative development;
- provided ongoing policy and planning support to the Department's Executive and to program areas within the Department;
- compiled and disseminated Manitoba's annual report of Immigration facts and figures;
- processed 61 applications for access to immigration-related records under *The Freedom of Information and Protection of Privacy Act*;
- provided effective policy and issue management for Manitoba's positions and representation at federal/provincial/territorial working groups and tables;
- coordinated a client outcome based evaluation of selected settlement services in conjunction with an external consultant, in accordance with the terms of the Canada-Manitoba Immigration Agreement (CMIA);
- continued the provincial co-chair responsibilities of the Foreign Qualifications Recognition Working Group to implement the First Ministers' Pan-Canadian Framework on the Assessment and Recognition of Foreign Qualifications;
- continued to work with the Office of the Manitoba Fairness Commissioner, post secondary institutions, employers and government to facilitate and fast-track the recognition and labour market integration of internationally educated and trained individuals; and
- provided administrative, research, policy analysis and other support to the Manitoba Immigration Council in fulfilling its role in providing information and advice to the Minister regarding attracting and retaining immigrants.

2(d) Corporate Services

Expenditures by Sub-Appropriation	Actual 2012/13 \$(000s)	Estimate 2012/13 FTE		Variance Over/(Under) \$(000s)	Expl. No.
Total Salaries	1,398	22.00	1,680	(282)	
Total Other Expenditures	319		467	(148)	1
Total Expenditures	1,717	22.00	2,147	(430)	

Explanation Number:

1. Under-expenditure reflects savings on transportation/travel costs, supplies and services, and other operating expenses.

Manitoba Immigration Council

The Manitoba Immigration Council (MIC) was created in June 2004 by *The Manitoba Immigration Council Act*. The Act provides for the appointment of a 12-member commission with representation from business, labour, regional, educational and multicultural sectors.

The objective of the Manitoba Immigration Council is to provide the Minister with information and advice regarding measures to attract immigrants, services for new immigrants, and initiatives that should be developed and promoted by government and others to ensure that immigrants remain in Manitoba.

The current Council was appointed in April 2011 for a 3-year term of 2011 - 2014.

Summary of Performance

In 2012/13, the Manitoba Immigration Council:

- met four times on November 2 and December 12, 2012, January 3 and April 19, 2013. The Council also held a minimum of two meetings via teleconferencing. In addition, the Council held special meetings with the Manitoba Ethnocultural Advisory and Advocacy Council (MEAAC) and the Premier's Advisory Council on Education, Poverty and Citizenship;
- worked with MEAAC to provide recommendations for the Minister of Immigration and Multiculturalism on the possible amalgamation of the two Councils; and
- worked with MEAAC to provide recommendations related to immigrants' integration in Manitoba for the Immigration Task Group of the Premier's Advisory Council on Education, Poverty and Citizenship.

Department of Immigration and Multiculturalism

Reconciliation Statement (\$000)

Details	2012/13 Estimates
Printed Main Estimates of Expenditure 2012/13	\$38,818
Main Estimates Authority Transferred From: - Immigration Projects Enabling Vote	\$1,793
Estimates of Expenditure 2012/13 (Adjusted)	\$40,611

Expenditure Summary (\$000)
for fiscal year ending March 31, 2013 with comparative figures for the previous fiscal year

Estimate 2012/13	Appropriation	Actual 2012/13	Actual 2011/12	Increase (Decrease)	Expl. No.
11-1 EXECUTIVE SUPPORT					
\$ 37	a) Minister's Salary	\$ 37	\$ 37	\$ -	
	b) Executive Support				
302	1. Salaries	288	283	5	
74	2. Other Expenditures	38	69	(31)	1
\$ 413	Total 11-1	\$ 363	\$ 389	\$ (26)	
11-2 IMMIGRATION AND MULTICULTURALISM					
	a) Immigration				
\$ 3,975	1. Salaries	\$ 3,965	\$ 4,091	(126)	2
1,461	2. Other Expenditures	1,595	1,824	(229)	3
31,415	3. Financial Assistance and Grants	33,136	32,381	755	4
	b) Office of the Manitoba Fairness Commissioner				
300	1. Salaries	236	272	(36)	5
82	2. Other Expenditures	70	70	-	
	c) Multiculturalism				
290	1. Salaries	161	188	(27)	6
109	2. Other Expenditures	86	83	3	
419	3. Financial Assistance and Grants	405	398	7	
	d) Corporate Services				
1,680	1. Salaries	1,398	1,269	129	7
467	2. Other Expenditures	319	444	(125)	8
\$ 40,198	Total 11-2	\$ 41,371	\$ 41,020	\$ 351	
\$ 40,611	TOTAL EXPENDITURES	\$ 41,734	\$ 41,409	\$ 325	

Explanation Numbers:

1. *The decrease reflects lower costs related to transportation, communications and other operating decreases.*
2. *The decrease reflects employees on leave, staff vacancies and Voluntary Reduced Workweek (VRW) days partially offset by hiring STEP students.*
3. *The decrease reflects costs related to renovations to office space in 2011/12 and the net effect of changes in other operating expenditures.*
4. *The increase reflects increased funding to third-party service providers under Immigrant Settlement Services, which is fully funded by revenue from Citizenship and Immigration Canada.*
5. *The decrease reflects staff vacancies and Voluntary Reduced Workweek (VRW) days partially offset by normal salary adjustments.*
6. *The decrease reflects employees on leave and a staff vacancy.*
7. *The increase reflects severance and vacation payouts on retirement and normal salary adjustments.*
8. *The decrease reflects lower costs related to transportation, communications and other operating decreases.*

Department of Immigration and Multiculturalism

Revenue Summary by Source (\$000)

for fiscal year ending March 31, 2013 with comparative figures for the previous fiscal year

Actual 2011/12	Actual 2012/13	Increase (Decrease)	Source	Actual 2012/13	Estimate 2012/13	Variance Over/(Under)	Expl. No.
Government of Canada:							
\$ 34,303	\$ 35,947	\$ 1,644	Immigrant Settlement Services	\$ 35,947	\$ 34,284	\$ 1,663	1
\$ 201	\$ 197	\$ (4)	Canada-Manitoba Immigration Agreement	\$ 197	\$ 211	\$ (14)	
\$ 34,504	\$ 36,144	\$ 1,640	Total Revenue	\$ 36,144	\$ 34,495	\$ 1,649	

Explanation Numbers:

1. Government of Canada - Immigrant Settlement Services

- The year-over-year increase reflects Citizenship and Immigration Canada (CIC) announcing additional funding for 2012/13 under the Canada-Manitoba Immigration Agreement (CMIA) which resulted in the recognition of increased federal cost-shared revenues.
- The variance from Estimate reflects additional funding received from CIC for Immigrant Settlement Services.

Department of Immigration and Multiculturalism

Five Year Expenditure and Staffing Summary by Appropriation (\$000)
for years ending March 31, 2009 - March 31, 2013

Appropriation	Actual/Adjusted Expenditures*									
	2008/09		2009/10		2010/11		2011/12		2012/13	
	FTE	\$	FTE	\$	FTE	\$	FTE	\$	FTE	\$
11-1 Executive Support	6.00	391	6.00	423	6.00	396	6.00	389	6.00	363
11-2 Immigration and Multiculturalism	81.15	32,754	83.15	36,491	84.15	37,741	87.15	41,020	87.65	41,371
Total	87.15	\$ 33,145	89.15	\$ 36,914	90.15	\$ 38,137	93.15	\$ 41,409	93.65	\$ 41,734

* Adjusted figures reflect historical data on a comparable basis in those appropriations affected by a reorganization during the years under review.

NOTES:

1. The following transfers occurred as part of the January 2012 government-wide re-organization that created the Department of Immigration and Multiculturalism:

- 208.10 regular FTEs were transferred from the former Department of Labour and Immigration to the Department of Family Services and Labour (formerly known as Department of Family Services and Consumer Affairs), 2.00 regular FTEs were transferred to the Department of Housing and Community Development, 1.00 regular FTE was transferred to the newly created Department of Children and Youth Opportunities; 1.00 regular FTE was transferred to the Department of Finance;
- 4.00 regular FTEs and the Grants and Transfer payments of \$419 related to Welcoming Communities Manitoba (WCM) and Ethnocultural Community Support Program (ECSP) for Multiculturalism were transferred from the Department of Culture, Heritage and Tourism; 1.00 regular FTE, through an adjusted vote transfer, was moved from the Department of Family Services and Labour.

Figures for previous years have been adjusted to reflect these changes.

Department of Immigration and Multiculturalism

Performance Reporting: Measures of Performance or Progress

The following section provides information on key performance measures for the department for the 2012/13 reporting year.

Performance indicators in departmental Annual Reports are intended to complement financial results and provide Manitobans with meaningful and useful information about government activities, and their impact on the province and its citizens.

What is being measured and using what indicator?	Why is it important to measure this?	Where are we starting from (baseline measurement)?	What is the 2012/13 result (current year) or most recent available data?	What is the trend over time?	Comments/Recent Actions/ Report Links
1. Manitoba's success in attracting immigrants, by measuring annual immigrant landings.	Immigration is a key component of our government's approach to labour market and economic development, and is integral to Manitoba's population growth and prosperity.	The baseline measurement is from 1998, when Manitoba received 3,014 immigrants and assumed responsibility to attract and nominate immigrants through the Manitoba Provincial Nominee Program (MPNP).	Manitoba received 13,312 landings in 2012.	From 1998 to 2011, the number of immigrants to Manitoba increased more than five-fold, from 3,014 to 15,962. In 2012, there was a 16.6% decrease in immigrant landings from the previous year.	Total immigration in 2012 was among the highest level ever recorded. The majority of Manitoba's immigration comes through the MPNP, under which the province nominates applicants for Permanent Resident Status based on the likelihood of settling successfully as skilled workers or entrepreneurs. In 2012, the MPNP accounted for 72% of Manitoba's arrivals. Since 2002, MPNP landings have increased six-fold and Manitoba receives the 2nd largest share (23%) of all PNP landings in Canada.

What is being measured and using what indicator?	Why is it important to measure this?	Where are we starting from (baseline measurement)?	What is the 2012/13 result (current year) or most recent available data?	What is the trend over time?	Comments/Recent Actions/ Report Links																																																																						
Manitoba Immigration 2004- 2012 <table><caption>Estimated Data for Manitoba Immigration 2004-2012</caption><thead><tr><th>Year</th><th>Family</th><th>Federal Economic</th><th>Refugees</th><th>Provincial Nominees</th><th>Other</th><th>Total</th></tr></thead><tbody><tr><td>2004</td><td>1,500</td><td>3,500</td><td>1,000</td><td>2,000</td><td>500</td><td>8,500</td></tr><tr><td>2005</td><td>1,500</td><td>3,500</td><td>1,000</td><td>2,000</td><td>500</td><td>9,000</td></tr><tr><td>2006</td><td>1,500</td><td>4,000</td><td>1,000</td><td>2,500</td><td>500</td><td>11,000</td></tr><tr><td>2007</td><td>1,500</td><td>4,000</td><td>1,000</td><td>2,500</td><td>500</td><td>11,000</td></tr><tr><td>2008</td><td>1,500</td><td>4,000</td><td>1,000</td><td>2,500</td><td>500</td><td>11,000</td></tr><tr><td>2009</td><td>1,500</td><td>4,000</td><td>1,000</td><td>3,500</td><td>500</td><td>14,000</td></tr><tr><td>2010</td><td>1,500</td><td>4,000</td><td>1,000</td><td>4,000</td><td>500</td><td>16,000</td></tr><tr><td>2011</td><td>1,500</td><td>4,000</td><td>1,000</td><td>4,000</td><td>500</td><td>16,000</td></tr><tr><td>2012</td><td>1,500</td><td>3,500</td><td>1,000</td><td>3,000</td><td>500</td><td>14,000</td></tr></tbody></table>					Year	Family	Federal Economic	Refugees	Provincial Nominees	Other	Total	2004	1,500	3,500	1,000	2,000	500	8,500	2005	1,500	3,500	1,000	2,000	500	9,000	2006	1,500	4,000	1,000	2,500	500	11,000	2007	1,500	4,000	1,000	2,500	500	11,000	2008	1,500	4,000	1,000	2,500	500	11,000	2009	1,500	4,000	1,000	3,500	500	14,000	2010	1,500	4,000	1,000	4,000	500	16,000	2011	1,500	4,000	1,000	4,000	500	16,000	2012	1,500	3,500	1,000	3,000	500	14,000	In 2012, 19.3% of Provincial Nominees settled outside of Winnipeg, with Brandon, Winkler, and Neepawa being the top regional destinations. Meeting future targets relies on cooperation by the federal government, which has responsibility through <i>The Immigration and Refugee Protection Act</i> for setting immigration levels for Canada in consultation with provinces and for the final selection of the immigrants that land in Manitoba. Through the Canada-Manitoba Immigration Agreement, Manitoba has a role in determining provincial nominees, while Canada retains statutory responsibilities such as medical, criminal checks and visa issuance.
Year	Family	Federal Economic	Refugees	Provincial Nominees	Other	Total																																																																					
2004	1,500	3,500	1,000	2,000	500	8,500																																																																					
2005	1,500	3,500	1,000	2,000	500	9,000																																																																					
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2009	1,500	4,000	1,000	3,500	500	14,000																																																																					
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What is being measured and using what indicator?	Why is it important to measure this?	Where are we starting from (baseline measurement)?	What is the 2012/13 result (current year) or most recent available data?	What is the trend over time?	Comments/Recent Actions/ Report Links
2. Manitoba's success in meeting labour force needs by measuring: • annual number of approved skilled worker MPNP applications • annual percentage of immigrant newcomers job-matched by Manitoba Start	The number of skilled workers migrating to the province and achieving positive employment outcomes are a good measure of our labour market growth and success in building our economy and communities.	The baseline measurement is from 2001 when 758 applications from skilled workers were approved under the MPNP and from 2012/13 when 75% of clients who completed Manitoba Start employment readiness workshops were successfully matched with employers.	In 2012, 5056 applications from skilled workers were approved by the MPNP. In 2012/13, 75% of immigrant newcomers were job-matched by Manitoba Start.	From 2001 to 2012, the number of approved applications from skilled workers under the PNP increased more than six-fold from 758 to 5,056. 2012/13 is the first year for job-matching data so a trend is not yet available.	A cap of 5,000 approved applications/nominations per year is in place by the federal government. Manitoba Start was expanded to provide job matching services that connect job ready newcomers to employers' hiring needs.
3. The labour market success of immigrants to Manitoba by measuring labour force indicators: participation, employment and unemployment rates of immigrants.	One of our program goals is to increase labour market success for new immigrants so that they can continue to meet the labour needs of Manitoba employers.	The baseline measurement is from 2006, the first year that detailed figures are available.	A labour force report shows that Manitoba's 'Recent' immigrants had the highest employment rate in Canada in 2012 and was well above the national rate for immigrants. Manitoba's 'Recent' immigrant population had the lowest unemployment rate in 2012 among all jurisdictions and below Canada's rate for immigrants.	Over the last five years, there have been dramatic increases in the 'Very Recent' immigrant working age population (+40%), labour force (+45%) and employed labour force (+40%), while the participation and employment rate have shown an increasing trend over the period.	Manitoba has developed pre-arrival initiatives for Provincial Nominees destined to Manitoba so that they can begin planning for labour market success prior to arriving to Manitoba. Manitoba Start was expanded to provide job matching services that connect job ready newcomers to employers' hiring needs. Manitoba's "Prepare to Move" section of immigratemanitoba.com providing information for nominees and other Manitoba-destined

What is being measured and using what indicator?	Why is it important to measure this?	Where are we starting from (baseline measurement)?	What is the 2012/13 result (current year) or most recent available data?	What is the trend over time?	Comments/Recent Actions/ Report Links
					immigrants to take self-directed action toward successful community and labour-market integration, saw usage increase 150%. Visits to ManitobaStart.com increased by 55%.
4. Manitoba's success in providing settlement services that immigrants throughout the province access.	To demonstrate that newcomers are accessing and benefiting from services. Services and supports contribute to newcomers staying in the province.		Over 8,600 clients were served by General Settlement agencies. An additional 8,800 clients received these services from regional settlement service providers outside of Winnipeg. Over 3,300 clients were served by Neighbourhood Immigrant Settlement Workers. Over 2,500 clients were served by Youth-focussed projects. Over 4,500 clients were enrolled in specialized programs and workshops. Over 1,700 clients received services delivered by service providers working in the Family and Specialized Services priority area.	Projects funded by the Manitoba Immigrant Integration Program (MIIP) continue to have increased participation.	Integration Services works to ensure that all funded programs provide relevant services that are accessible, targeted, and often specialized to meet the specific needs of higher need populations. Settlement services are funded in regions outside of Winnipeg to ensure the needs of newcomers settling outside of Winnipeg are met locally. In 2013/14, the coordination of most of these services became the responsibility of Citizenship and Immigration Canada (CIC).

What is being measured and using what indicator?	Why is it important to measure this?	Where are we starting from (baseline measurement)?	What is the 2012/13 result (current year) or most recent available data?	What is the trend over time?	Comments/Recent Actions/ Report Links
5. Manitoba's success in providing immigrants with English language (EAL) training so that they can integrate successfully into Canadian society	Most newly-arrived immigrants to the Province are in need of language training so that they can pursue their personal and employment goals.	Most immigrants in the Province of Manitoba have access to assessment and referral centres (in Winnipeg, this is WELARC). Clients are provided with an initial assessment of their English language abilities using the CLBPT (Canadian Language Benchmark Placement Test). These clients are then referred to language training programs where EAL (English as an additional language) professionals later provide them with progress reports, also based on the CLBPT. Students are also asked to respond to end-of-course surveys to determine if the training they receive meets their stated goals.	Over the course of the 2012/13 fiscal year, almost 12,000 clients attended English language programs offered through MIIP funding. Those learners in full-time programming were provided with 2 individualized progress reports, while part-time learners were provided with one. Those students who completed a course of study showed significant improvement in their English language ability. The majority of students also reported their satisfaction with the instruction they received.	As the number of new immigrants to the Province of Manitoba has increased, so has the number of learners in adult EAL programs. In 2012/13, the number of seats provided in all MIIP-funded programs combined were triple the number provided in 2007/08.	The need for EAL services for newly-arrived immigrants to the Province of Manitoba will only increase in the coming years. In 2013/14, the coordination of most of these services became the responsibility of Citizenship and Immigration Canada (CIC).

What is being measured and using what indicator?	Why is it important to measure this?	Where are we starting from (baseline measurement)?	What is the 2012/13 result (current year) or most recent available data?	What is the trend over time?	Comments/Recent Actions/ Report Links
6. Manitoba's success in attracting immigrants and the Department's capacity to assist ethnocultural communities to participate and contribute to Manitoba's economic, social and civic development: • annual number of immigrant landings • number of approved applications and number of ethnocultural organizations represented under the Ethnocultural Communities Support Program (ECSP) • participation in Manitoba sponsored citizenship ceremonies	Attracting diverse immigrants to Manitoba, supporting their long term integration and celebrating the growing diversity of our communities creates strong cultural and social capital in Manitoba.	1998 provides the baseline measurement for immigrant landings and levels planning when Manitoba received 3,104 immigrants; 2012/13 is the baseline for the ECSP when 85 applications were approved representing 116 ethnocultural organizations; two Manitoba-sponsored citizenship ceremonies are held annually.	Manitoba received 13,312 landings in 2012; for 2012/13, 85 applications representing 116 ethnocultural organizations were approved under the ECSP for programming related to youth, heritage, retention, cultural celebrations, cross-cultural/intercultural awareness and rural activities; in 2012/13, Manitoba participated in two Manitoba-sponsored citizenship ceremonies.	From 1998 to 2011, the number of immigrants to Manitoba increased more than five-fold, from 3,014 to 15,962. In 2012, there was a 16.6% decrease in immigrant landings from the previous year. According to Census and internal data, there are approximately 220 active ethnocultural organizations in Manitoba of which 53% receive funding support through the ECSP.	

The Public Interest Disclosure (Whistleblower Protection) Act

The Public Interest Disclosure (Whistleblower Protection) Act came into effect in April 2007. This law gives employees a clear process for disclosing concerns about significant and serious matters (wrongdoing) in the Manitoba public service, and strengthens protection from reprisal. The Act builds on protections already in place under other statutes, as well as collective bargaining rights, policies, practices and processes in the Manitoba public service.

Wrongdoing under the Act may be: contravention of federal or provincial legislation; an act or omission that endangers public safety, public health or the environment; gross mismanagement; or, knowingly directing or counselling a person to commit a wrongdoing. The Act is not intended to deal with routine operational or administrative matters.

A disclosure made by an employee in good faith, in accordance with the Act, and with a reasonable belief that wrongdoing has been or is about to be committed is considered to be a disclosure under the Act, whether or not the subject matter constitutes wrongdoing. All disclosures receive careful and thorough review to determine if action is required under the Act, and must be reported in a department's annual report in accordance with Section 18 of the Act.

The following is a summary of disclosures received by Manitoba Immigration and Multiculturalism for fiscal year 2012/13:

Information Required Annually (per Section 18 of The Act)	Fiscal Year 2012/13
The number of disclosures received, and the number acted on and not acted on. <i>Subsection 18(2)(a)</i>	NIL
The number of investigations commenced as a result of a disclosure. <i>Subsection 18(2)(b)</i>	NIL
In the case of an investigation that results in a finding of wrongdoing, a description of the wrongdoing and any recommendations or corrective actions taken in relation to the wrongdoing, or the reasons why no corrective action was taken. <i>Subsection 18(2)(c)</i>	NIL